

To: Williams, Laura[williams.laura@epa.gov]; Ruhl, Christopher[Ruhl.Christopher@epa.gov]; Wise, Robert[Wise.Robert@epa.gov]
From: Broussard, Rebecca
Sent: Thur 8/13/2015 7:29:07 PM
Subject: Call Center Process

Hi Laura, Chris, and Rob,

As per the conversation I had with Laura and Rob earlier, I outlined the below process as an alternative for what we have going now:

Process

- Call into 844-607-9700
- Recording: “Welcome to the EPA Gold King Mine Response Hotline.”
- For Spanish, press 8 [in Spanish]
- For Navajo, press 9 [in Navajo]
- If you are calling about water quality and testing in your area, drinking water, or agricultural water or resources, you can find information on epaossc.org/XXX. If you are calling about rafting on the rivers, please contact your rafting company. If you have suggestions on how to clean the water or would like to provide services, please visit <http://www2.epa.gov/goldkingmine/forms/contact-us-about-emergency-response-gold-king-mine-release> [shorten link] and provide your information.”
- Recording:
 - If you are calling about Colorado, Utah, or the Southern Ute Tribe [correct wording], please press 1.
 - If you are calling about New Mexico, please press 2.
 - If you are calling about Arizona or the Navajo [correct wording], please press 3.
 - For all other areas, please press 4.
- If a caller presses 1, s/he will be routed to the La Plata call center, 970-385-8700.
 - If s/he is not in La Plata County, the caller will be routed to a Region 8 staff person TBD,

who will also have a backup.

- If a caller presses 2, s/he will be routed to a Region 6 staff person TBD, who will also have a backup TBD.
- If a caller presses 3, s/he will be routed to a Region 9 staff person TBD, who will also have a backup TBD.
- If the caller presses 4, s/he will be routed to the HQ EOC.
- All call-accepting staff will be fully capable of answering routine questions about and guiding the public through SF 95 and the claims process.

Resources

- Call-in line capable of routing calls based on caller number input
- Webpage listing local contacts for affecting regions for water quality/testing, drinking water, and agricultural water
- 2 staff in Region 8 delegated to accept calls as they come in
- 2 staff in Region 6 delegated to accept calls as they come in
- 2 staff in Region 9 delegated to accept calls as they come in
- Awareness at EPA HQ EOC about possible questions coming in
- Consistent messaging on both the response and claims
- Spanish and Navajo language capabilities and resources

I will outline this on the 2:00 call.

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